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Abstract

A system and method is disclosed for handling a credit dispute via an Internet connection. The system includes one or more terminals linked to a communication channel for fast Internet access, and a server having an associated web site for displaying a plurality of dispute handling forms. A party in dispute may access the web site from a terminal, choose an appropriate dispute handling form, provide data in the requested fields on the form, and transmit the form over the Internet connection to the server for processing. The server accepts a User ID and password from a user, retrieves and displays a set of dispute handling forms, receives input entered on the forms, routes the forms to a second user in dispute, and makes the forms available for viewing to the second user. The program may further index the data entered on the forms using a code-based method.